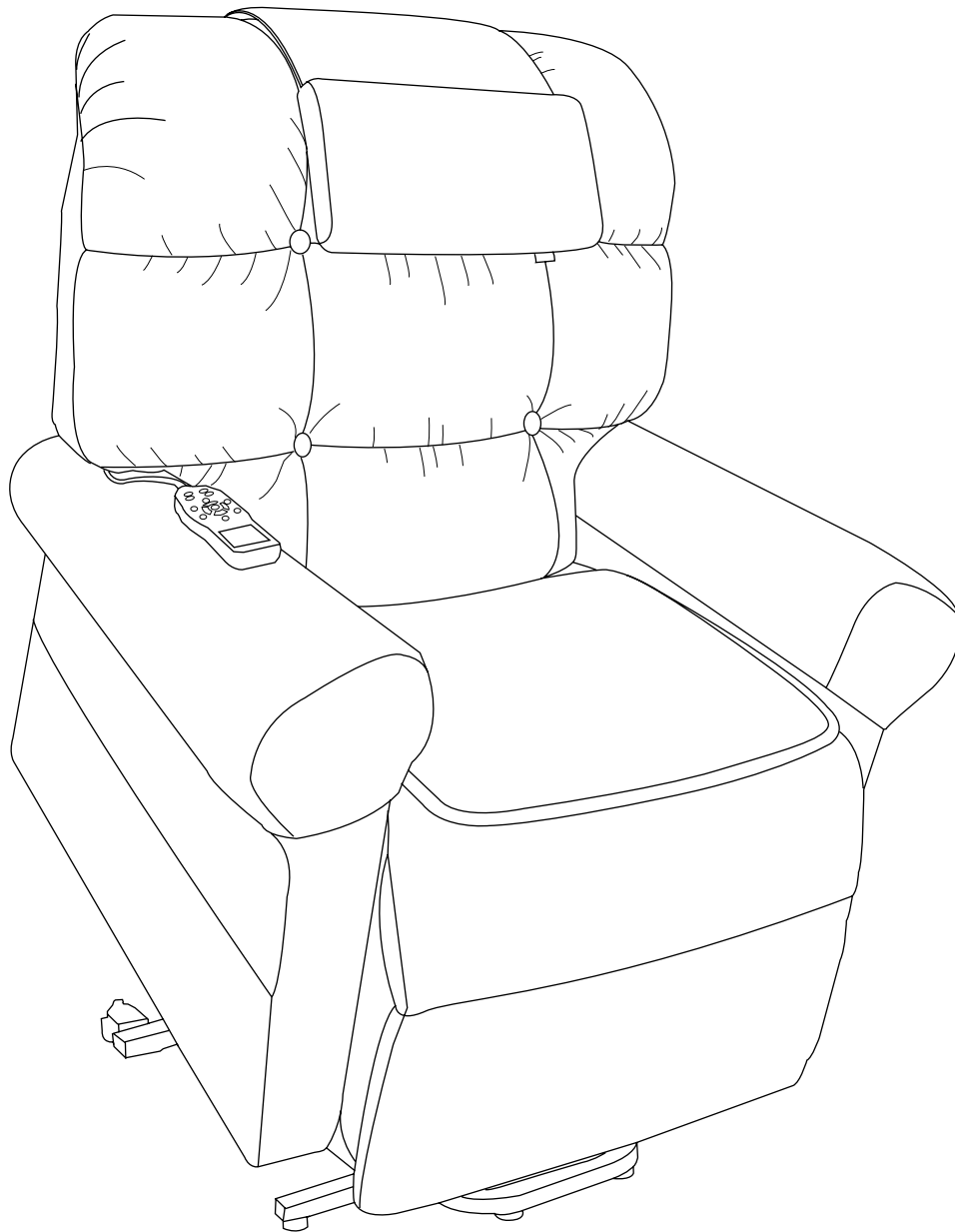


# USER MANUAL



WISE LIFT™

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Item # WL450



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# SAFETY AND PRECAUTIONS

The product you have purchased combines state-of-the-art components with safety, comfort, and styling in mind. Read and follow all instructions, warnings, and notes in this manual and all other accompanying literature before attempting to operate this product for the first time. If there is any information in this manual which you do not understand, or if you require additional assistance for setup or operation, please Contact a WiseLift representative at 1-877-782-2010. Failure to follow the instructions, warnings, and notes in this manual and those located on your product can result in personal injury or product damage and will void the product warranty.

## NO MODIFICATIONS

Your chair has been designed and engineered to provide comfort and functionality. However, under no circumstances should you modify, add, remove, or disable any feature, part, or function of your Lift Chair. Use WiseLift parts only for all repairs and replacements.

## ELECTROMAGNETIC AND RADIO FREQUENCY INTERFERENCE (EMI/RFI)

Be aware that cell phones, two-way radios, laptops, and other types of radio transmitters may cause unintended movement of your electrically powered device due to EMI. Exercise caution when using any of these items while operating your lift chair. Per EMC standards, this Lift-Chair is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes. Your lift chair itself can disturb the performance of other electrical devices located nearby, such as alarm systems.

## WEIGHT LIMITATIONS

Your lift chair is rated for a maximum weight capacity. Please refer to the specifications table for this limit. Stay within the specified weight capacity of your lift chair. Your provider will not be held responsible for injuries and/or product damage resulting from failure to observe weight limitations.

## PINCH/CRUSH POINT HAZARDS

Do not place objects or appendages in the path of moving parts. The scissor and lift mechanisms are labeled as pinch/crush point hazards on your lift chair. Keep clear of these areas and make sure the path of motion is unobstructed. Keep the following items and similar objects clear of any Pinch/Crush points:

- Appendages
- Children
- Pets
- Wire/Tubes (ex. oxygen tubing)

- Loose items, including but not limited to clothing and blankets
- Electrical power cords

#### Storage and Operation Temperatures

- Transportation or storage: -104°F/-75°C to 158°F/70°C
- Operation: 50°F/10°C to 104°F/40°C

#### Purchaser agreement

By accepting delivery of this product, you promise that you will not change, alter, or modify this product or remove or render inoperable or unsafe any guards, shields, or other safety features of this product; fail, refuse, or neglect to install any retrofit kits from time to time provided by WiseLift to enhance or preserve the safe use of this product.

NOTE: If you ever lose or misplace your copy of this manual, contact us and we will be glad to send you a new one immediately. You can also go to [www.wiselift.com](http://www.wiselift.com) to download our user manual.

## WHAT'S INCLUDED

Please check that all the following items are accounted for.

- WiseLift Chair - WL450
- Remote Control
- Back-Up Battery System (2 - 9volt batteries included)
- Exercise Booklet with Ball

#### REMOVABLE / WASHABLE ACCESSORIES

- Head Rest Cover (1)
- Head / Lumbar Pillow Cover (1)
- Arm Rest Covers (Pair)
- Absorbent Seat Protectors (2)

# YOUR WISELIFT CHAIR

This section describes the features of your lift chair. Carefully review the function and location of each item described, and note that the illustrations and option locations shown in this manual may not reflect the exact model of lift chair that you own.

The WiseLift Chair must be placed at least 30" from the wall. Failure to do so may potentially cause damage to the wall and to the chair. It will also void the chair's warranty.

Your WiseLift chair operates on standard household current and can be plugged into any standard 110-volt wall outlet, although it is recommended to use a surge protector. Your chair is also equipped with a dual 9-volt battery back up system. This enables the user to operate the chair in the event of a power failure. Please change the batteries twice yearly. We recommend to check the batteries when you adjust your clocks for daylight savings to ensure they are in working order.

## LIFT CHAIR PLACEMENT

Your lift chair should be placed near a standard electrical outlet on dry, level ground where there is ample room to allow for proper operation. WiseLift recommends that you have the assistance of an attendant when positioning the lift chair to avoid the possibility of injury when lifting.

Follow these steps to position the lift chair in a safe manner:

1. Place the back of the lift chair 30 in. from the nearest obstruction while the chair is in the seated position.
2. Position the external transformer on the floor in an open, well-ventilated area where it will not be an obstruction.
3. Connect the low voltage connection cable to the external transformer if it is not already connected.
4. Install the batteries into the external transformer. Refer to "Battery Installation" for more information.
5. Plug the power cord into a surge protector and then into an electrical outlet. Do not use an extension cord!
6. Position the low voltage connection cable where it will not be pinched between the frame and the lift mechanism.
7. Adjust the leg levelers to stabilize the lift chair. (Figure 1.3)

# ASSEMBLY

NOTE: If you discover a problem at any point during the setup and positioning of your lift chair, stop and contact a WiseLift representative at 1-877-782-2010. To avoid personal injury and/or product damage, do not plug the unit into the electrical outlet until the problem is corrected and do not attempt to fix electrical problems by yourself.

Your lift chair will require some assembly before initial use. It may also require disassembly to make servicing the chair more convenient.

The WiseLift Chair will be shipped to you in 2 pieces, the chair seat (Chair base) and the chair back. The chair base will also have the remote control and power supply connected to it. To assemble the WiseLift Chair, follow these instructions:

1. Locate the mounting brackets on the back of the chair base.
2. Position the base so the fasteners on either side of the chair back line up over the mounting brackets on the back of the chair seat. (Figure 1.1)

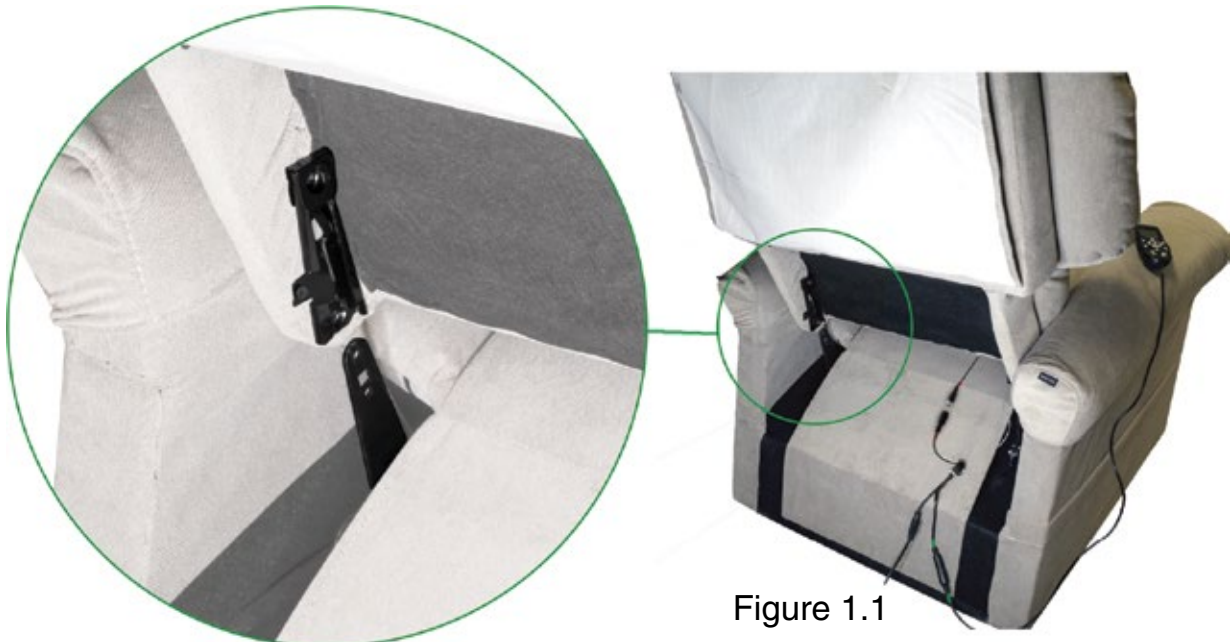


Figure 1.1

3. Slide the chair back onto the brackets. Next, firmly push the back onto the brackets, you may hear a \*click\* sound as the metal tabs lock into place.
4. Ensure that the chair back is locked into place and securely attached to the chair base.
5. Connect the chair base and the chair back cable, indicated by the red markers (Figure 1.2a and 1.2b). These control the main power to the chair back, massage capability and heating feature .



Figure 1.2a



Figure 1.2b

Figure 1.2c

6. Ensure that the power supply cable and remote cable (green cable markers) are properly attached to the base connectors. These will come pre-connected. Secure the remote cable at the base of the chair to the preferred armrest side with the adjustable cable clip (Figure 1.2c). This will ensure that the remote cable doesn't disconnect
7. Check to see if the chair is stable in its final location. If the chair seems unstable or wobbly, adjust (Figure 1.3) the foot pads by turning them to raise or lower pad.

## BATTERY INSTALLATION

Your lift chair is equipped with a battery backup system (figure 1.4) that will activate during a power failure. The backup system is powered by two included 9V batteries that need to be installed into the external transformer. Follow these steps to install the batteries:

1. Unplug the external transformer power cord from the electrical outlet (surge protector).
2. Open the marked battery door on the external transformer.
3. Install two 9V batteries into the external transformer.
4. Replace the battery door.
5. Plug the external transformer power cord back into the electrical outlet (surge protector).

**NOTE:** If you unplug your lift chair for an extended period of time (more than one hour), remove the batteries from the external transformer. **THE LIFT CHAIR WILL DRAW POWER FROM THE BATTERIES EVEN WHEN IT IS NOT IN USE.**



# OPERATION

There are certain precautions that should be taken during the operation of your lift chair. Read and follow these precautions carefully in order to ensure safe lift chair operation and to prevent injury and/or product damage.

- Plug the power cord directly into a surge protector, then into the wall outlet. Do not use an extension cord!
- Do not place anything (for example, a drinking glass) on top of or near the external transformer.
- If the external transformer box or remote ever requires cleaning, unplug the power cord from the electrical outlet and use a clean, dry cloth or lightly dampened cloth. Allow ample drying time before plugging the power cord back into the electrical outlet.
- Periodically check the remote control and all power cords for visible damage.
- Keep the remote away from all heated surfaces.
- Ensure the remote is out of the way before sitting in the chair.
- Keep children and pets away from all moving parts while operating the lift chair.
- Do not allow children to play on or operate the lift chair. Only the intended user should operate the lift chair.
- Keep the remote locked away or utilize the quick-disconnect cable when the lift chair is not in use to prevent unintended operation of the chair.
- Avoid pinch points, such as the lift and scissor mechanisms. Keep hands and feet clear of these areas.
- Always leave the lift chair in the “Sit” position when not in use.
- Do not sit or stand on the footrest.
- Do not “drop” into the lift chair when sitting if it is in a partially raised position.

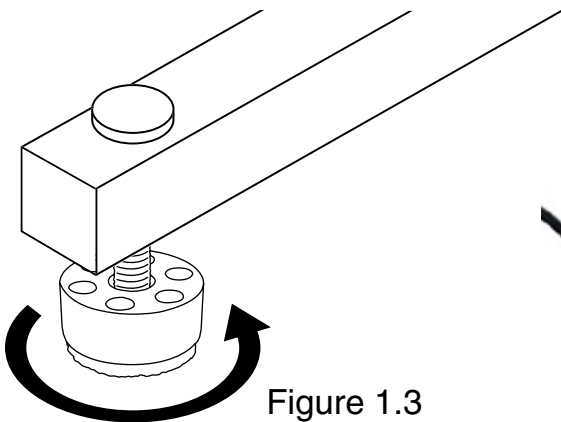


Figure 1.3



Figure 1.4

## THE REMOTE

Our feature packed remote gives you complete control as you relax. Simple icon description and LCD display make this remote best in class. No more searching for functions or confusing settings.

- 5 Pre-Programmed Positions
- Lift Button
- Foot Rest Control
- Chair Back Control
- 4 Massage Zones
- Heat Button
- Vibration Intensity Button
- Automatic Timer Button
- On/Off Button

The WiseLift remote includes 5 pre-programmed positions. From any of these positions, you can also use the Back rest control buttons or feet rest control buttons to customize your perfect position.



Figure 2.1



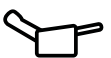
**SIT POSITION** - This is the “Home” position for the chair. From this position you can lift the chair or go to any other position.



**TV POSITION** - This is a popular position to watch TV or just relax.



**SLEEP POSITION** - This pre programmed position was designed to help our customers get some rest.



**ZERO GRAVITY POSITION** - This position was programmed to give you a sense of weightlessness, allowing your body to feel rested and relaxed.



**TRENDELENBURG POSITION** - This position is often used in the medical field to provide temporary relief from circulation issues.



Figure 2.2

## LIFT BUTTON

This feature assists the user in sitting down from a standing position or stand up from any seated position.

From any position press and hold the “Lift” button (green circle in Figure 2.2). If the chair is reclined in any position, it will first return to the “Sit” position and then proceed to lift.

Once in the lifted position, you can press and hold the “Sit” button (orange circle in Figure 2.2) to return to the floor. You can also press and hold any of the other settings from the lifted position, however you will automatically be taken to the “Sit” position first and then the chair will begin to recline to the selected position.

Note: When the chair is lifted, the back rest buttons and the foot rest buttons (Figure 2.3) are deactivated for safety reasons. They will be re-activated when the chair fully returns to the “Sit” position.



Figure 2.3

## FOOT-REST/CHAIR-BACK CONTROL

These buttons allow the user to adjust the exacty position of the back rest (green circle in Figure 2.3) or the foot rest (orange circle in Figure 2.3) from any pre-programmed position. This results in an infinite amount of possible positions.

As a safety feature, these buttons become deactivated while the chair is in the lifted position. After the chair is returned to the “Sit” position, these buttons become re-activated.

Figure 2.4

## MASSAGE AND HEAT FEATURES

The massage zone button (green circle in Figure 2.4) will cycle through the 4 massage zones. You will see which massage zones are on the remote LCD display. The heat button (Orange circle in figure 2.4) will cycle through the 2 heat zones on the chair, chair back heat, seat heat, both on, or off.



Note: The heat function will automatically turn off after

10 min in “Auto” mode. Be aware that the average temperature of the heating pad ranges between 106°F – 118°F (41°C – 48°C) and can be affected by the ambient temperature of the room and clothing worn by the user. It is recommended that the heat units not be used for more than 30 minutes at a time as prolonged exposure may have an adverse effect on sensitive skin. However, you should consult your physician about how often you should use the heat and massage options on your lift chair.

## VIBRATION INTENSITY AND TIMER

The vibration intensity button (blue circle in figure 2.4) will toggle through 3 intensities: Low, Medium and High as indicated on the remote LCD display.

The timer button (purple circle in figure 2.4) will toggle through the preset timer options as follows: 10 minutes, 20 minutes and 30 minutes and “Auto” Mode. Once the time has expired, both the heat and massage features will be turned off if activated. The chair power will remain on and the chair will not change positions.



Figure 2.5

## ON/OFF BUTTON

The red On/Off Button is located in the center of the remote. This button is primarily designed as a safety feature to ensure that the chair does not over heat. The power button will turn off the heat and massage functions.

## CUSTOMIZE THE PRESET POSITIONS

The Wiselift chair has 4 preset positions that can be customized to your personal preference: Trendelenburg, sleep, zero gravity and TV. For demonstration purposes we will use the “TV Position”. Before you begin, heat and massage need to be off.

1. Press the Red On/Off button to turn off these features.

2. Press and hold the TV position button until the chair fully reaches the preset position. You will notice the TV position is indicated on the LCD screen.
3. Now adjust the chair to your personal comfort with the independent chair back and foot rest controls.
4. Press and hold the HEAT button for 10 seconds, or until the LCD display flashes. Once the LCD display flashes, your personal position is stored.
5. You have now completed the reprogramming of the “TV Position”.

Repeat the same process to reprogram any of the other 3 customizable positions.

Note: Performing a chair reset will NOT reprogram the chair positions. The reset is only designed to fix errors.

## BASIC CHAIR COMMANDS

Follow these steps to properly sit in your lift chair:

1. Check that the chair is plugged in properly and the power to the remote is turned on.
2. Make sure that the lift chair is in the fully lifted position.
3. Back into the lift chair and sit in the center of the seat.
4. Activate the “SIT” button to lower the lift chair to a comfortable seated position.

Follow these basic steps to operate your lift chair from the seated position:

1. Activate the “LIFT” button to raise your lift chair to the standing position.
2. Activate the “SIT” button to lower the lift chair to a comfortable seated position.

Follow these steps to recline your lift chair from the seated position:

1. Activate and hold the any of the desired pre programmed buttons until comfortably reclined.
2. Use the Chair back and/or the foot rest buttons on the bottom of the remote to move the chair to the desired position.
3. Activate and hold the “SIT” button to return to an upright, seated position.

Follow these steps to properly stand up from your lift chair:

1. From any position, activate and hold the “LIFT” button to bring the chair back to the “SIT” position and then raise your lift chair.
2. Release the button when the lift chair reaches a height where you can stand up comfortably.

NOTE: Do not attempt to stand up until you can stand safely, are steady on your feet, and can bear weight. We recommend the use of assistance aids and/or an attendant for enhanced stability.

## VOICE RESPONSE

Your chair is equipped with a voice response feature that will audibly notify you of the chair commands that are selected on the remote. When a chair position or setting is selected on the remote, you will hear an audio description of that command. This feature can be turned off or on with your remote.

1. Make sure that both heat and massage features are turned off.
2. Press and hold the vibrations intensity button (blue circle in figure 2.6) for 7 seconds.



Figure 2.6

3. Simply repeat steps 1 and 2 to toggle the the Voice Response On/Off.

# BASIC TROUBLESHOOTING

Your lift chair may require occasional troubleshooting. The following troubleshooting tips and FAQs should summarize what you need to know about your lift chair. If at any time you do not feel comfortable performing the troubleshooting steps listed in this manual, contact a WiseLift representative at 1-877-782-2010. Please have the model number, and nature of the problem when calling.

## FREQUENTLY ASKED QUESTIONS

What if my lift chair does not operate at all?

- Ensure the external transformer is plugged into a properly wired electrical outlet.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.
- Ensure that all cables are connected properly.
- Remove and refresh the two 9 volt batteries from the power transformer box.

What if my remote is not responding when I press a button?

- It is important that you Press AND Hold the desired button in order for the chair to respond. This is a safety feature that has been implemented so the chair does not accidentally move when the remote is “bumped”.
- Contact a WiseLift representative at 1-877-782-2010 for further assistance.

What if my lift chair stops during a lifting cycle?

- Your lift chair is equipped with an internal thermal shutoff switch located inside the external transformer that prevents the motor control box from overheating. If the thermal shutoff activates, allow the lift chair to remain in a stationary position for 10 minutes to allow the motor to cool, then resume normal operation. If you notice the motors overheating frequently, contact a WiseLift representative at 1-877-782-2010.
- There may have been a power failure and/or there are no batteries in the external transformer or the batteries have no charge. Always make sure there are fresh 9V batteries in the external transformer.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.

What if the heat and massage options on my lift chair do not function?

- Ensure that all cables are connected properly and that there is power to the transformer.
- Ensure the heat and massage units are connected properly at the rear of the lift chair.

- Ensure the hand control is connected properly to the lift chair. If connected properly, the LCD on the remote will be lit.
- If the LCD display does not turn on, contact a WiseLift representative at 1-877-782-2010.

What if my lift chair is unstable after I position the chair?

- The floor may be uneven or the carpet may be affecting chair position. Adjust the leg levelers in the area where the chair is rocking. See section “Your Lift Chair” for instructions on leveling your chair.

Where can I place the external power box?

- On the floor away from heat sources in an open, well-ventilated area where it will not be an obstruction.
- On the wall away from heat sources utilizing the optional external transformer wall mount.

Who do I call for service?

- Contact a WiseLift representative at 1-877-782-2010

How do I manually reset the chair?

- Unplug the chair from the wall, wait 10 seconds then plug back in. Press and hold the “Massage Zone” button for 5 seconds. The chair will now perform a manual reset. The chair will move during this operation. The LCD display will stop blinking and the chair will stop moving to indicate that the reset is complete. **DO NOT SIT IN THE CHAIR** while it resets. You can also check our “Reset Video” that can be found on the WiseLift YouTube page.

Please find us on YouTube to learn more about your chair and how to operate it.



# CLEAN AND CARE

Your lift chair will require routine maintenance checks. You can perform some of these checks, but others may require assistance from an authorized provider. By following the maintenance checks in this section as scheduled, you can help ensure your lift chair gives you years of trouble-free operation. If you have any questions regarding your lift chair's care, contact your authorized provider.

## FABRIC CARE (Refer to Care Instructions card included in the box)

- Unplug the chair during cleaning
- Vacuum regularly with an upholstery attachment
- Use a gentle detergent to remove stains (test detergent in an inconspicuous place)
- Use a hair dryer on the lowest heat setting to evenly dry the fabric and prevent moisture rings.

## LEATHER CARE

- Unplug the chair during cleaning
- Vacuum regularly with an upholstery attachment
- Use a gentle detergent to remove stains (test detergent in an inconspicuous place)
- Do not use solvent based cleaners or harsh chemicals
- Do not saturate the leather during cleaning
- Hot water extraction or steam cleaning is not recommended
- Do not allow liquids to come into contact with electrical components

Fabric/Leather should not be allowed to come in direct contact with any type of heat source (e.g., a space heater or cigarette). Personal injury or fire damage may occur.

Your provider strongly recommends that you do not smoke cigarettes while seated in or using your lift chair, although the lift chair has passed the necessary testing requirements for cigarette smoking.

## ELECTRONICS CARE

- Inspect all wiring harnesses to make sure they are not damaged or frayed.
- If damage is present, unplug the lift chair and contact your authorized provider for service.
- Keep all electronics free from moisture and temperature extremes. WiseLift chairs are intended for indoor use only!

Even though the lift chair has passed the necessary testing requirements for ingress of

liquids, you should keep electrical connections away from sources of dampness, including direct exposure to water or bodily fluids and incontinence. Check electrical components frequently for signs of damage or corrosion and replace as necessary.

## WARRANTY

WiseLift warrants the original purchaser that its products under normal use, in accordance with operating instructions, will perform to the specifications published by WiseLift at the time of purchase, for the following periods, from the date of purchase by the consumer:

### Lifetime Warranty

Includes Chair Frame, Lift Frame, and Recline Mechanism. WiseLift offers a lifetime warranty on the chair frame to the original purchaser under normal use, in accordance with the operating instructions.

### One Year Warranty

WiseLift warrants a 1 year warranty for the Eduralux™ Fabric and Leather materials of the WiseLift chair from the date of original purchase by original consumer.

### Three Year Warranty

Includes the motors, back up battery and remote control. WiseLift warrants the electrical parts of the WiseLift chair for a period of three years from the date of original purchase by original consumer.

WiseLift warrants that those products, in accordance with instructions for use, will perform to the specifications published by WiseLift at the time of purchase. In the event of a defect reported by the consumer within the applicable time period, if any, WiseLift will, at its option, replace or repair the defective products at no charge to the consumer for parts.

WiseLift is not responsible or obligated to pay for labor, service calls, shipping, and/or any other charges incurred for repair of the product. All transportation costs and shipping damage incurred while submitting parts for repair or replacement are the responsibility of the purchaser.

## WARRANTY EXCLUSIONS

In no event shall WiseLift be liable for any costs or damages, including lost profits or revenues, or any consequential or incidental damages incurred by the consumer. Damages or malfunction resulting in unauthorized repairs will not be subject to factory warranty. Other exclusions to the warranty include damages caused by contamination, abuse, misuse, battery fluid spillage or leakage, improper operation or storage.

Some state/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so the limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary based on where you live.

## HOW TO GET SERVICE

The consumer must, within the applicable time period, contact WiseLift at 1-877-782-2010. Have your part number, invoice or receipt and description of defect ready. Product should be packaged and shipped carefully. Include company name, contact name, address, phone and email information. You can also contact WiseLift through email [Info@WiseLiftChair.com](mailto:Info@WiseLiftChair.com).

Contact a WiseLift representative at 1-877-782-2010



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